

Types of EAP Referrals

Self/Voluntary—This type of referral is when employees seek EAP assistance on their own.

Process Flow:

1. Employee calls to set up appointment. Time away from work for EAP appointments would need to be negotiated between you and your supervisor/manager ahead of time and should take into account department needs.
2. EAP Coordinator meets with employee to provide direct service
3. EAP Coordinator facilitates referral to outside/community resource or provider.
4. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
5. EAP provides direct in-house counseling if appropriate
6. EAP Coordinator “closes” case provided employee is engaged in services/treatment (satisfactory) or has not followed through (unsatisfactory).

Labor/Management Suggestion—This type of referral serves to inform the employee of services and recommend its use. This referral type may be appropriate as part of an early job performance intervention or when an employee reveals a personal problem to a supervisor or labor representative.

Process Flow:

1. Labor Representative or Management person contacts the EAP Coordinator and advises of a referral and provides relevant information.
2. The referring agent may set the appointment or may have the employee all on their own.
3. Employee calls to set up appointment. The employee should make the initial EAP contact whenever possible. This ensures the most appropriate and accurate contact process.
4. EAP Coordinator meets with employee to provide direct service
5. EAP Coordinator facilitates referral to outside/community resource or provider.
6. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
7. EAP provides direct in-house counseling if appropriate
8. The referring agent is only informed of the employees follow through with the referral to EAP. (The EAP Coordinator would need to be advised of referral prior to contact with employee).
9. Follow up with employee on the EAP service plan.
10. Close case as satisfactory or unsatisfactory.

Formal Referral—An employee is in the process of progressive discipline is given the option of EAP involvement or receiving the disciplinary action that is warranted.

Process Flow:

1. Referring manager consults with the EAP Coordinator. EAP Coordinator gathers information regarding reason for referral, relevant historical information and any details of disciplinary action.
2. Most often the manager will pre-set the appointment, although some managers leave the appointment set-up to the employee.
3. EAP Coordinator facilitates referral to outside/community resource or provider.
4. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
5. EAP provides direct in-house counseling if appropriate
6. Employee must sign a release form giving the EAP coordinator permission to consult with the provider they may have been referred to. The Employee must also sign a release allowing the EAP Coordinator to report compliance with EAP Recommendations (EAP Plan).
7. EAP Coordinator Informs the referring manager of the employees appointment with the EAP and whether he/she agreed to follow the EAP recommendations (EAP Plan) or not.
8. Information given back to Management is limited to: Keeping the EAP initial appointment, agreeing or not agreeing to the EAP PLAN, compliance with the PLAN and status of close-out (satisfactory vs. unsatisfactory).